

AusNet Greenfields Negotiated Electricity Connections

Progress Report for ESC

1 January – 30 June 2025

Friday, 29 August 2025

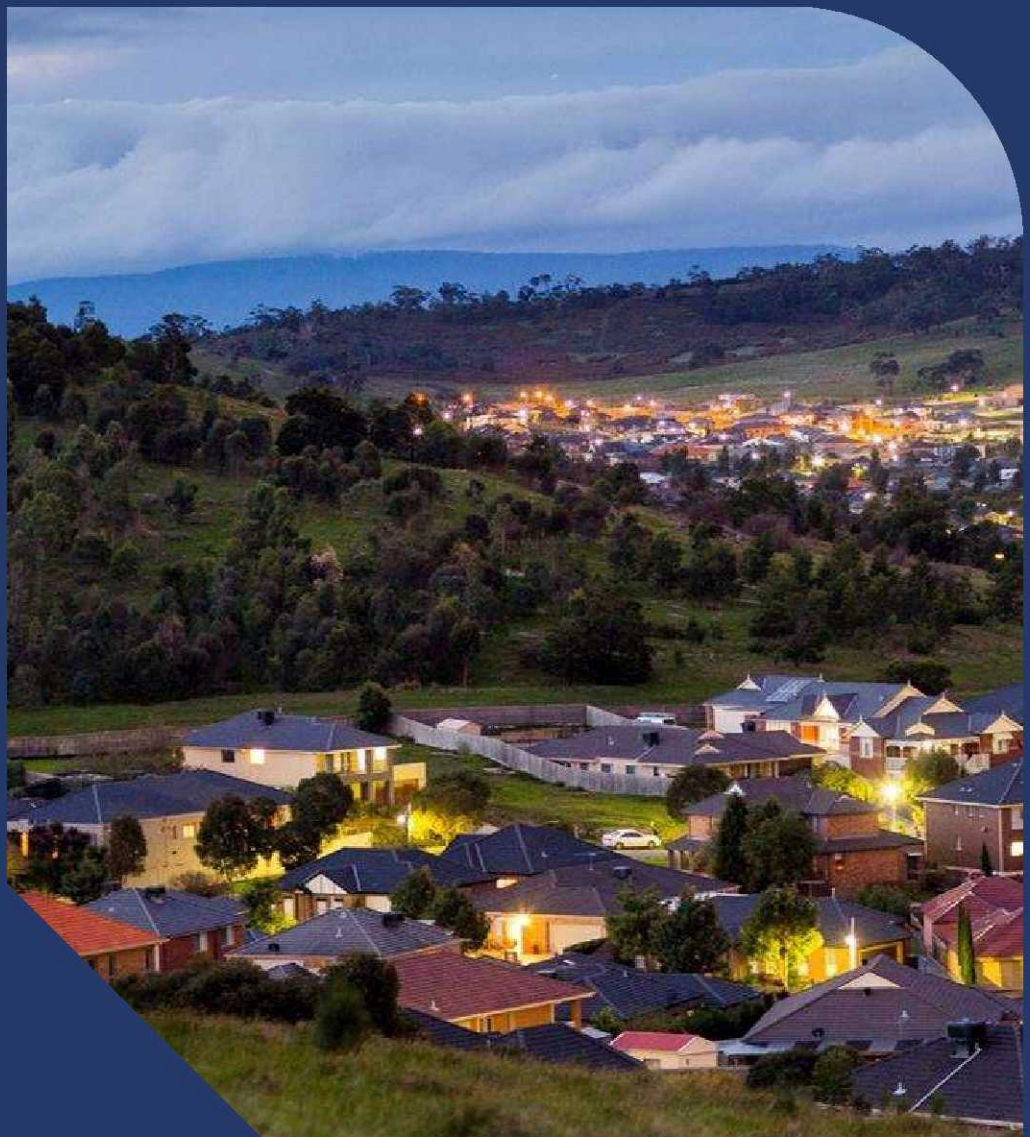


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Introduction

We remain committed to enhancing our customers' experiences with our services. As greenfield development lots continue as the primary source of new connections for our distribution networks, residential greenfield developers remain an important customer group for us. In an approach that is unique among distribution businesses, we actively encourage the contestable industry to handle this work - our role focuses on managing the quality and safety of delivered assets. Our collaboration with housing developers and industry associations is subsequently highly valued.

Following the Essential Services Commission of Victoria's (ESC) 2022 review of the Customer Service Standard for Greenfields Negotiated Electricity Connections, we welcomed the decisions detailed in the report 'Resetting the Greenfields Negotiated Electricity Connection Customer Service Standards,' which took effect on 1 April 2023.

In the 6 months January – June 2025, we have continued to prioritise maintaining strong engagement and a constructive relationship with developers connecting into our electricity distribution network. Our focus remains on understanding the needs and priorities of property developers, their consultants and contractors in the Greenfields negotiated electricity connections process within the evolving landscape of the energy transition.

The Victorian Government's ban on new gas connections has come into effect since 1 January 2024, which will impact developers' energy designs for future builds. During this time of change, we remain dedicated to meeting or exceeding customer service standards in the Greenfields negotiated electricity connection space. Additionally, we are committed to maintaining open, honest and genuine engagement with the industry, having witnessed the mutual benefits for both developers and AusNet.

About this document

This document and its appendices include the following elements, for the period January - June 2025, as per the Essential Services Commission's (ESC) requirements.

- a report of our progress against commitments in the Customer Outcomes Statement
- minutes of Developer Consultative Committee (DCC) meetings
- details of our performance, reported against measures included in our Customer Service Standard
- initiatives the distribution business has taken to improve the service, or an update on any initiative taken.

During the reporting period AusNet met or exceeded targets for four performance measures.

A full copy of AusNet's current [Customer Service Standard](#) is available via the ESC website.

Progress against commitments and metrics

AusNet has continued to productively engage with the industry and meet or exceed all our performance targets. Links to meeting minutes and slide packs from our Developer Consultative Committee meetings, which provide further detail, are included in the appendix.

Note that in keeping with developers' desire to only call broader industry briefings when warranted (i.e. we have something to discuss that is of sufficient importance), we did not schedule any industry briefings in the first half of 2025. We will continue to put regular calls out to the industry for topics they would like briefings on and proactively look for opportunities for these ourselves.

Summary of topics engaged on

DCC MEETING #15 (MAR 2025)	DCC MEETING #16 (MAY 2025)	OTHER ITEMS
- Welcome Actions from past meetings - Safety moment Light vehicles - Terms of Reference for DCC 2025 - Metrics Quarterly performance: October - December 2024 - Construction compliance Field audit & build quality trends - Design application trends - URD Distribution Design Manual Update Summary of changes - Contestable audit process update Key changes - Open floor with DCC members - Next steps & Close	- Welcome Actions from past meetings - Safety moment substation fires - Metrics Quarterly performance - Construction compliance Field audit & build quality trends - Design application trends - Innovative trial on security for copper cables - Open floor & Next steps	AusNet and developers discussed the updates made to the Underground Residential Distribution (URD) Design Manual. The changes were made to reflect evolving industry practices, regulatory updates and the energy transition, particularly the shift away from gas in new estates and the increasing demand for electric vehicle charging. Developers were interested in discussing key updates including the requirement for all MV cables to be installed in conduit, and should be 150mm² unless otherwise approved by the AusNet Field Engineering team. AusNet and developers discussed different strategies to mitigate theft of copper cables. AusNet provided an overview of a trial it is undertaking to prevent people access copper cables, which included covering kiosks with a 'coffin' which is a large metal container that weighs approximately 1 ton. There was discussion around developers completing audits promptly to reduce the exposure of copper cables to theft and damage.

Quarterly performance for key metrics

Between January and June 2025, AusNet received 119 applications for 4420 greenfield development lots on our electricity network. For the same period in 2024 AusNet received 128 applications for 4384 greenfield development lots on our electricity network. This indicates that the development trend is equivalent with 2024.

During the current reporting period, **AusNet met or exceeded all its performance targets across 3 process steps:** Design reviews (approvals); Pre-commission network audits and final network audit.

However, AusNet did not achieve its target for the 'As Built Plan Review' process step. From January to March, 83% of reviews were completed within the required three business days, and from April to June, the completion rate was 88%, both below the minimum target of 95%. AusNet attributed this delay to transitional challenges encountered during a change in contractors responsible for managing data requests. AusNet confirmed that these challenges have been addressed and will not be an issue moving forward.

Key metric performance: January - March 2025

As outlined below, AusNet exceeded all performance targets during this period.

Process step	Description	2023 Target	Quarterly performance	Target met?
Design reviews (approvals)	This stage includes Design reviews and Master Plan reviews.	90% completed < 15 clear business days	QTR Performance: 95%* Excludes Christmas Holiday break Volume: 488 Rejected: 19%	
As Built Plan Review	Review of Cable Detailing quality to promote compliance with Dial Before You Dig licence obligations	95% completed <3 clear business days	QTR Performance: 83% Volume: 717 Rejected: 24%	
Pre-commission network audits (audit before we energise)	Our accredited auditors assess the accuracy of the staged audits. Developers are provided with a pass/fail result.	95% completion within 10 clear bus. days	QTR Performance: 100% Excludes Christmas Holiday break Volume: 89 Failed: 18%	
Final network audit	Our accredited auditors assess the tie-in work to meet compliance and safety standards. Sites can be energised ahead of this stage.	95% completion within 10 clear bus. days	QTR Performance: 100% Excludes Christmas Holiday break Volume: 121 Failed: 15%	

Note: Rejections for design or as-built reviews are a result of designs not meeting AusNet's technical standards. Rejections for audits are outlined in the audit trends section.

Key metric performance: April - June 2025

AusNet exceeded all performance targets during this period.

Process step	Description	2023 Target	Quarterly performance	Target met?
Design reviews (approvals)	This stage includes Design reviews and Master Plan reviews.	90% completed < 15 clear business days	QTR Performance: 98% Volume: 619 Rejected: 21%	
As Built Plan Review	Review of Cable Detailing quality to promote compliance with Dial Before You Dig licence obligations	95% completed <3 clear business days	QTR Performance: 88% Volume: 881 Rejected: 23%	
Pre-commission network audits (audit before we energise)	Our accredited auditors assess the accuracy of the staged audits. Developers are provided with a pass/fail result.	95% completion within 10 clear bus. days	QTR Performance: 99% Excludes Christmas Holiday break Volume: 153 Failed: 24%	
Final network audit	Our accredited auditors assess the tie-in work to meet compliance and safety standards. Sites can be energised ahead of this stage.	95% completion within 10 clear bus. days	QTR Performance: 97% Excludes Christmas Holiday break Volume: 121 Failed: 12%	

Note: Rejections for design or as-built reviews are a result of designs not meeting AusNet's technical standards. Rejections for audits are outlined in the audit trends below.

Reporting period performance for key metrics

Key metric performance: Summary Data for 6-month reporting period

January - June 2025

AusNet exceeded all performance targets during this period.

Process step	Description	2023 Target	Half year performance	Target met?
Design reviews (approvals)	This stage includes Design reviews and Master Plan reviews.	90% completed < 15 clear business days	Half year Performance: 97% Volume: 1107 Rejected: 20%	
As Built Plan Review	Review of Cable Detailing quality to promote compliance with Dial Before You Dig licence obligations	95% completed <3 clear business days	Half Year Performance: 86% Volume: 1598 Rejected: 23%	
Pre-commission network audits (audit before we energise)	Our accredited auditors assess the accuracy of the staged audits. Developers are provided with a pass/fail result.	95% completion within 10 clear bus. days	Half Year Performance: 99% Volume: 242 Failed: 22%	
Final network audit	Our accredited auditors assess the tie-in work to meet compliance and safety standards. Sites can be energised ahead of this stage.	95% completion within 10 clear bus. days	Half year Performance: 99% Volume: 242 Failed: 14%	

Audit Trends

In April 2022 network auditors requested that AusNet provide more granular information and reporting on audit non-conformance. Starting in July 2022, more detailed information has been provided to developers for further discussion at the DCC meetings. We continued this approach throughout 2025, as demonstrated by the slides below.

January - March 2025

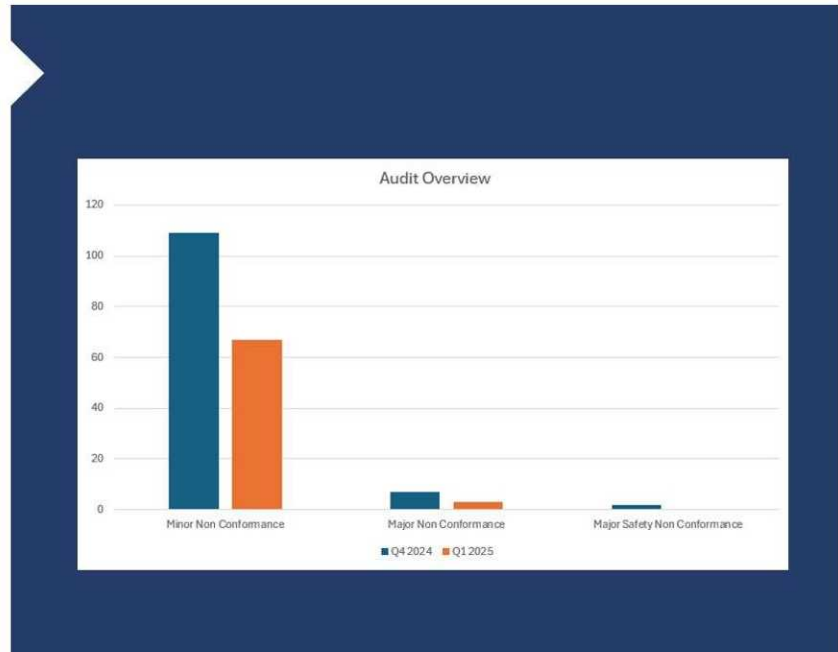
Audit field trends

Update on key audit trends for the period JAN-MAR 2025

URD Network audits completed on Accredited service providers in the Last quarter of 2024.

Total non-conformances trending down from Q4 2024- Q1 2025 (3 Quarters in a row Trending Down)

No major Safety Non-Conformances in Q1

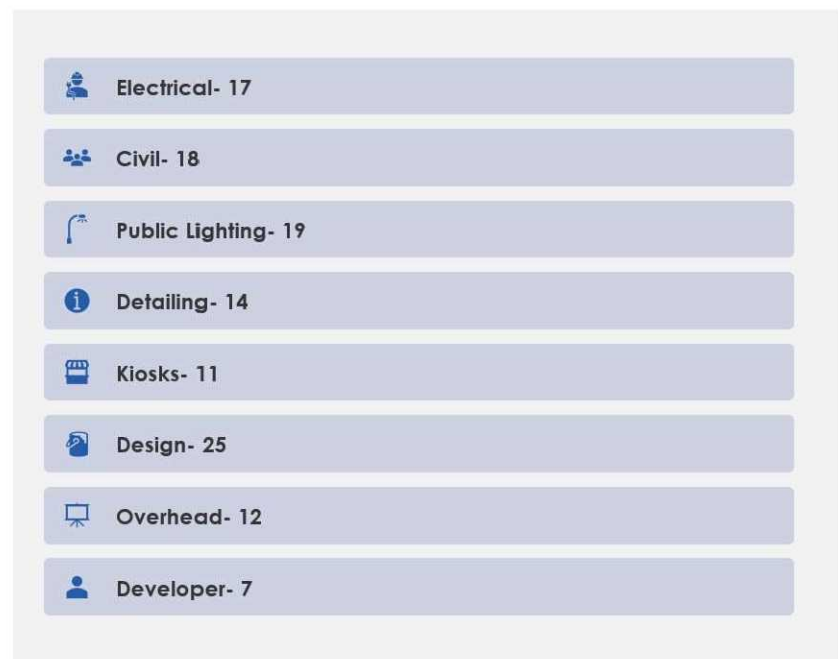


Identified Areas of Findings

Electrical and Civil related issues have dropped sharply again. However **Public Lighting** has risen considerably mainly due to pole locations.

Overhead only works will no longer be exempt from Pre-Com Audits. This was a decision that was made due to the increase in issues in this area.

Kiosk Reserves have also seen a concerning rise in non-conformances from 1 to 11 total NC's

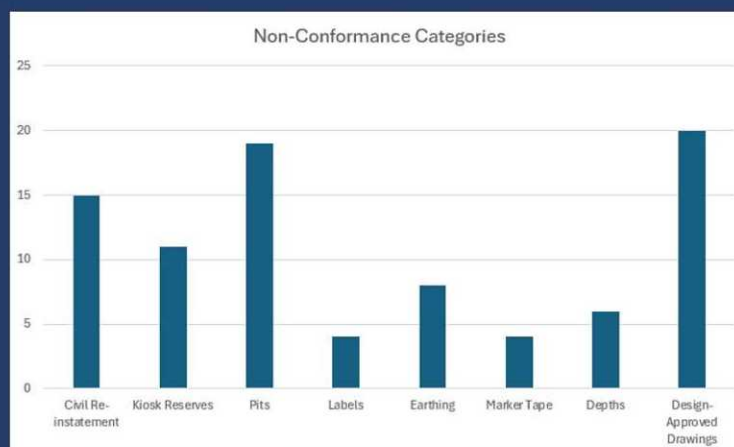


Audit field trends

Overview of Non-Conformance Types

We have seen a rise in non-conformances relating to:

- Kiosk Reserves
- Earthing (Construction & Design)
- FSL's



April - June 2025

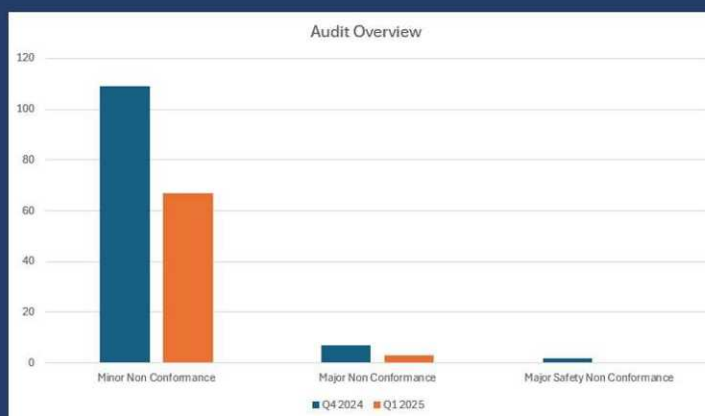
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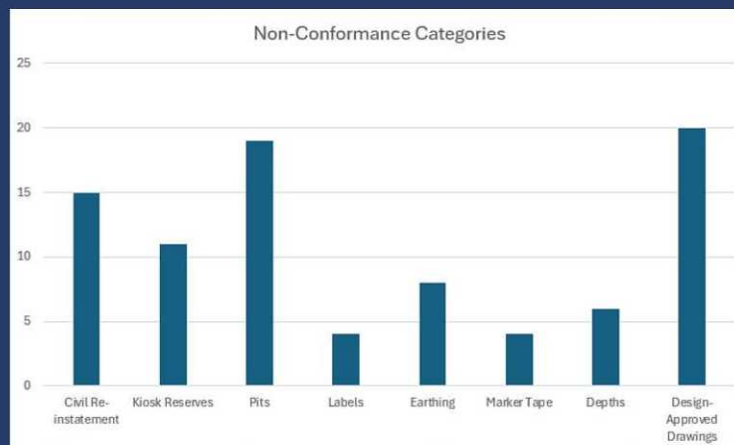
	Electrical- 17
	Civil- 18
	Public Lighting- 19
	Detailing- 14
	Kiosks- 11
	Design- 25
	Overhead- 12
	Developer- 7

Audit field trends

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Next steps

As Victorian communities transition to renewable energy sources, understanding the priorities of property developers, their consultants, and contractors in the Greenfields negotiated electricity connections process remains essential. Feedback and collaboration through the DCC and Industry Briefings continue to be invaluable. Open and honest communication between developers and AusNet has become even more critical as we advance through the energy transition. Since the DCC's inception in 2021, we have worked diligently to enhance our engagement with developers.

This report highlights that we are:

- meeting targets
- open to hearing about issues, ideas or improvements, and
- proactively sharing insights and learnings of value to the industry.

We know both AusNet and the development industry find value in our engagement approach from the feedback we receive and continued strong interest and participation in our various activities, including our DCC forum.

Looking forward our focus is **maintaining** the uplift in our engagement with developers since the original Standard came into place, and **monitoring** our approach to remain appropriate and fit-for-purpose. As the environment and industry around us evolve, we remain focussed on maintaining efficient connection processes for new housing developments with extensive contestability options for design, construction, and connection. We will retain our approach that encourages the contestable industry to perform this work with our role being that of managing the quality and safety of delivered assets.

We welcome the ongoing contributions of our DCC members and new members alike and in the six months ahead will continue to work with them and industry colleagues more broadly to:

- Continue to help the development industry understand the changing policy and technology environment for the transition to net-zero emissions, particularly as it relates to the infrastructure needed in new developments.
- Continue to listen to and work with developers on the investigation and implementation of process improvements.
- Continue to liaise with the ESC and industry members as we implement our updated service standards.
- Continue the current quarterly frequency and formatting of reporting on our metrics.
- Continue expanded reporting of our metrics to include comparison of quarterly metrics to the average (as calculated from all data since 2021)
- Continue to hold quarterly meetings with the DCC, including a review of members to provide appropriate balance and representation.
- Share knowledge of emerging issues and trends, from across AusNet's wider business, and of relevance to the industry, as was done with issue of copper cable theft.
- DCC meetings continue to feature an 'open floor' item, where members can raise any questions or concerns in an open and honest way for discussion.
- Hold an Industry Briefing during 2025 on a topic of interest and relevance to the broader industry. Note Industry Briefings are only held where it is worthwhile to do so. AusNet will continue testing potential topics with the DCC prior to convening the industry for briefings to use the industry's time efficiently.

Appendices

Appendix 1 – Meeting minutes

Materials from meetings held in the reporting period can be found via the following links, and via the [DCC](#) and [Industry Forums](#) pages on Community Hub:

- **DCC Meeting #15 | March 2025** *(covers key metrics & audit trends from July – December 2024)*
 - [Minutes](#)
 - [Slide Pack](#)
- **DCC Meeting #16 | May 2025** *(covers key metrics & audit trends from January – March 2025)*
 - [Minutes](#)
 - [Slide Pack](#)

Appendix 2

End-to-end greenfield connection process and associated metrics

